

<b>POLICY OF</b>	<b>POLICY NUMBER</b>	<b>PAGE NUMBER</b>
<b>STATE OF DELAWARE</b>	E-12	1 OF 2
<b>DEPARTMENT OF CORRECTION</b>	<b>RELATED NCCHC/ACA STANDARDS:</b> P-E-12/4-4347 (ESSENTIAL)	
<b>CHAPTER: 11 HEALTH SERVICES</b>	<b>SUBJECT: CONTINUITY OF CARE</b>	
<b>APPROVED BY THE COMMISSIONER:</b>		
<b>EFFECTIVE DATE:</b> 11-19-07		

**PURPOSE:** Diagnostic and other health services are provided as ordered and results are used to modify treatment plan.

**POLICIES:**

1. Pertinent medical information will be shared with off-site community medical care providers in accordance with confidentiality requirements.
2. Off site community providers will be responsible for documentation of care rendered. This will be retained in the inmate's Medical Record.
3. Upon receipt of results of offsite specialty visit, diagnostic testing or other health services, the site staff will review findings. If results require immediate attention or action implementation, receiving nurse will contact a site physician for immediate follow up orders. Orders will be documented as verbal or telephone orders in medical record. Orders will be instituted and physician will sign off on orders within 72 hours of receipt. If results do not require immediate follow up, receiving nurse will note information received in medical record and place in physician review box for site physician to review the following work day.
4. Practitioner visit to discuss plan with patient within five (5) business days of return and noted in medical record.
5. Based on review of consults and diagnostic test, site physician will document change of treatment plan, continuation of current plan, or additional monitoring, etc. that may be required.
6. Medical, mental health and dental providers in the correctional setting also will regularly share information about the care and treatment of mutual patients.

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7. Continuity of care and timeliness will be included in the quality improvement program. Areas that may be monitored include: providing timely sick call triage, sick call visits within designated timeframes, medication delivery system including starting medications within designated timeframes, missed doses, monitoring sick call, cancelled offsite appointments, and inmate grievances.
8. Care will be taken that mental health testing and interventions ordered do not result in emotional and physical harm to the patient.

References:

National Commission on Correctional Mental Health Care: Standards & Guidelines for Delivering Services 2003, M-E-12  
 American Correction Association: Standards for Adult Correctional Institutions. 4<sup>th</sup> Edition, 2003. 4-4347